



FedTraveler.com End User Training



ARC eTravel Team
April 2009



Agenda



ARC eTravel Overview

- eTravel Timeline
- ARC Implementation Approach and Roles
- FedTraveler.com Training
- FedTraveler.com End User Awareness
 - User Accounts in FedTraveler.com
 - First Time User Log In and Profile Set Up
 - Domestic Travel Process
 - Travel Preferences for Travelers
 - Signing an Expense Report





What is eTravel?



- eTravel is a mandated program, part of the original E-Gov initiatives outlined by the President, designed to improve the internal efficiency and effectiveness of the federal government.
- NASA selected FedTraveler.com, a GSA vendor solution which is currently being used by other Federal agencies, to provide a commercially-hosted travel solution that provides end-to-end online travel services including:
 - Built-in online booking engine (OBE) for travel reservations
 - Ability to create travel authorizations
 - Ability to create expense reports





FedTraveler.com - Process Changes



- What are the features of FedTraveler.com that are different from Travel Manager?
 - Provides an end-to-end online travel system, including online reservations
 - Supports government travel policies and procedures
 - Charges airfare to a centrally-billed account
 - Provides the ability to fax receipts into the system
- While Travel Manager was a system NASA owned and operated, FedTraveler.com is an eGov initiative. NASA is paying for a service, not buying the application.

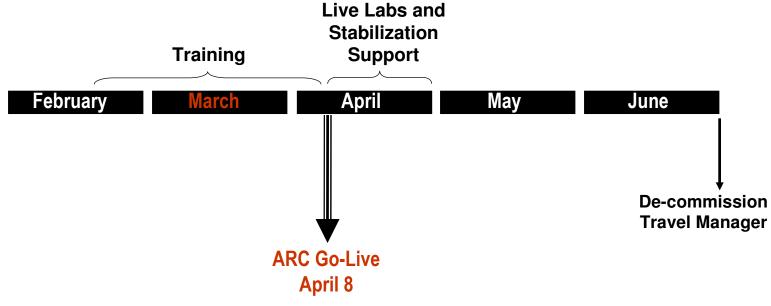




What is the eTravel Timeline?



- eTravel will go live at ARC on April 8, 2009
- Live Labs:
 - April 8-10, 10am-12pm, N241 / 149
 - April 13-24, 10am-12pm, N204 / 101A
- Travel Manager will be fully "de-commissioned" 3 months after Agency Go-Live







ARC eTravel Implementation Approach and Roles



Implementation Approach

- ARC is using a centralized implementation approach
 - All travel preparation and support will be conducted in the Central Travel Office (CTO); travelers will have minimal responsibilities

Travel Roles

- CTO Preparers
 - Contracted staff, located in a central office under Code C
 - Create travel reservations, authorizations and expense reports on behalf of travelers
 - Use the FedTraveler.com Online Booking Engine; if needed remote CI Travel Agents will be available
 - Trained in policy, regulations, system functionality





ARC eTravel Implementation Approach and Roles



Travelers:

- Create User Profile
- Submit Travel Request and Expense Report Worksheets to Central Travel Office (CTO) Preparers
- Sign expense reports

Fund Certifiers (currently in Travel Manager known as Reviewers)

- Assigned to each 6-digit funded program
- Verify that the proper 6-digit funded program, internal order and object class are being used
- Ensure adequate funding

Approvers (currently known in Travel Manager as Management Approvers)

- Act as the travelers' supervisors
- Review and approve travel authorizations with trip purpose, trip dates and expenses
- Review and approve expense reports with receipts





FedTraveler.com User Accounts



If Travel Manager account is active...

- Traveler will automatically have a travel account created in FedTraveler.com
- Two separate e-mail notifications will be sent to all travelers with member ID and password on April 8.

If Travel Manager account is not active...

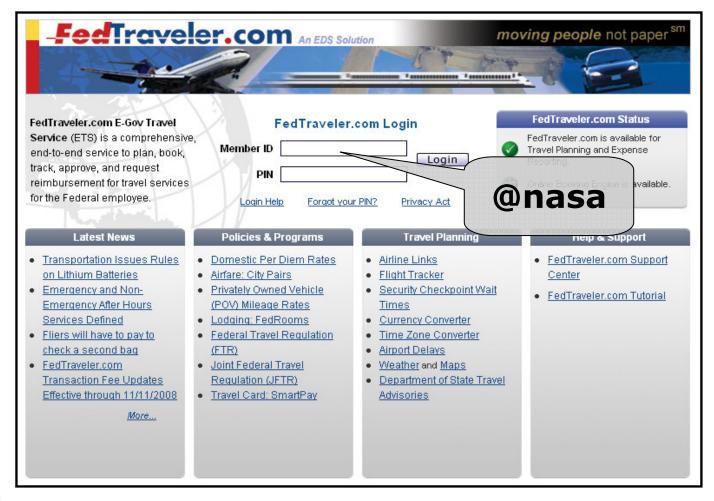
 E-mail notification will be sent to travelers describing steps to request a new Fedtraveler.com account within IDMax (https://idmax.nasa.gov)







In the FedTraveler.com log-in box, type your Member ID and initial PIN, then click the log-in button to begin the process of obtaining your temporary PIN.









- New User page displays the first time you log in.
- Verify your e-mail address.
- Note the this page states SSN but as of April 7, that field will be called Unique Traveler Number and is populated with your Universal Uniform Personal Identification Code (UUPIC).
- Click the Submit button.







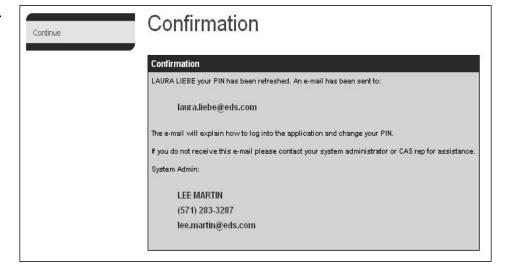


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Click the OK button.



- The Confirmation page is displayed, stating your PIN has been refreshed and sent to your email address.
- Click the Continue menu option to return to the Log-in page. You will be automatically logged off of FedTraveler.com. A new log-in page is displayed.
- After you have retrieved your PIN from your e-mail, return to the login page.

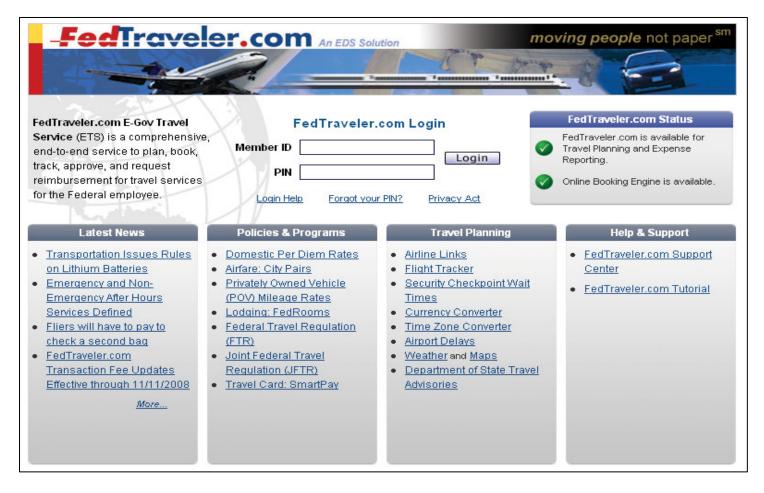








Type your Member ID and temporary PIN, then click the login button.

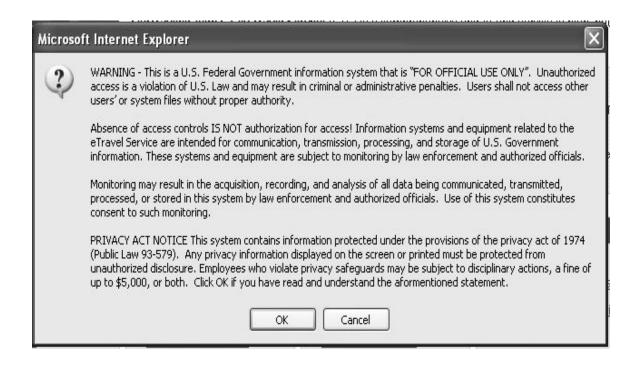








- The "FOR OFFICIAL USE ONLY" and PRIVACY ACT NOTICE dialog box is displayed.
- Click the OK button.









- The Personal Information page is displayed.
- Review the information for accuracy and modify as necessary.
- Enter Default Airport Code.
- All fields with a red asterisk (*) are required.

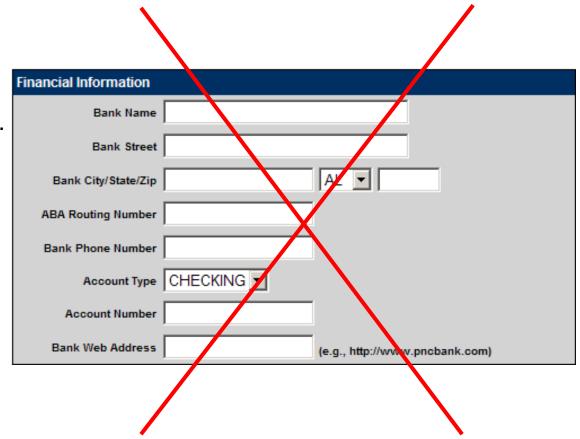
Personal Information:		225-11-0000					
* First/MI/Last Name	SHARON TESTER						
* Home Street	100 MAIN ST						
* City/State/Zip/Country	WASHINGTON DC 2000	1 USA					
* Home Phone	(202) 555->>>>						
Default Airport Code	IAD						
All items with the * are required!							







- Financial Info Page.
- Do not complete this page.
- Leave blank!

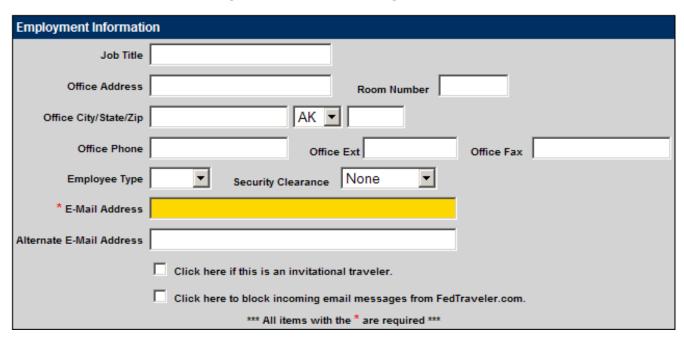








- The Employment Information page is displayed.
- Review the information for accuracy and modify as necessary.
- Enter alternate personal e-mail address for possible after hours contact.
 - PIN REFRESHES WILL BE SENT TO THIS E-MAIL ADDRESS. DO NOT PUT ANOTHER PERSON'S EMAIL ADDRESS IN THIS FIELD.
- It is not required to fill out "Employee Type" and "Security Clearance".
- Do not click "block incoming e-mail messages".

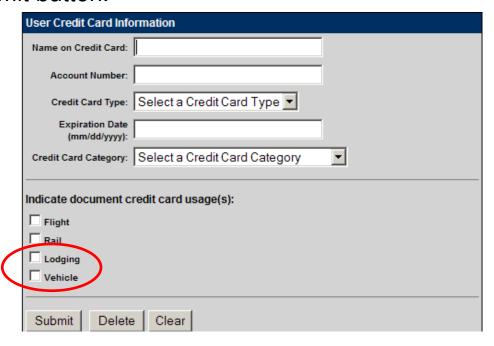








- The Credit Card Information page displays.
- Review the information for accuracy and modify as necessary.
- A valid Government Travel Card (also called an Individually Billed Account, IBA) or Personal Credit Card is required.
- To indicate Government Travel Card usage, check off Lodging and Vehicle.
 - Note: Transportation will be to the Centrally Billed Account.
- Click the Submit button.





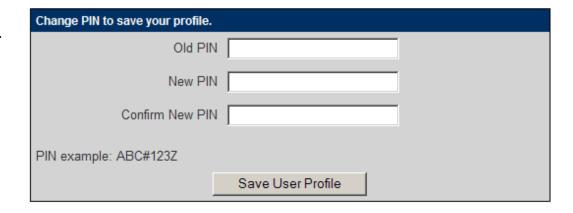




- Enter the temporary PIN in the old PIN field & create/confirm the new PIN.
- Answer the two Security
 Questions needed to refresh
 your PIN using the FORGET
 YOUR PIN? Link on
 Fedtraveler.com homepage.
- Click the Save User Profile button.

Your PIN is required to meet the following criteria:

- Must be at least 8 characters.
- Must be less than 17 characters.
- First and last characters must be alphabetic.
- Must consist of a combination of alphabetic, numeric and special characters.
- Special characters are ! @#\$^&*()><











- You MUST accept the Rules of Behavior (RoB) in order to access FedTraveler.com
- All users are required to accept the RoB annually.

- Select the "I have read and accept the RoB" radio button at the bottom of the screen.
- Click the Submit button.

Rules of Behavior 1. INTRODUCTION The following Rules of Behavior shall be followed by all users of FedTraveler eTravel Services (eTS) with respect to its individual components. The eTS will be a United States Federal Government computer service that is "FOR OFFICIAL USE ONLY." The service shall be subject to monitoring; therefore, no expectation of privacy shall be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal The rules delineate responsibilities of, and expectations for, all individuals with user accounts to be established for the eTS service. Non-compliance of these rules may result in denial of access to the service and/or other actions that are commensurate with the non-compliance activity. ACCESS FedTraveler users shall obey the following access rules: . Only use data for which you have been granted authorization . Do not retrieve information for someone who does not have authority to access the information. Only give information to personnel who have access authority and have a need to know for their GSA jobs. . Do not access, research, or change any user account, file, directory, table, or record not required to perform your OFFICIAL duties . Do not store sensitive files on a PC hard drive if access to the PC or files cannot be physically or technically limited. 2.1 Account Registration 2.2 Logging On To The System All users shall have a unique User Identification/Account name and password. Access shall be granted based on authenticating the account name and password entered by the user C I have read and accept the Rules of Behavior • I do NOT accept the Rules of Behavior



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Submit





Itineraries

Perdiem Rates

Page Help

From the Organizer page you can:

- Access your My Travel Desktop, where you can review a list of your Travel Documents and create new Travel Documents
- Review and update your User Profile and Travel Preferences

Printable Job Aids

FAQs and Support

"How To"

Organizer

Welcome BRENT.

February 19, 2009

My Approval Desktop



You have 4 document(s) for approval.

Go to My Approval Desktop

My Travel Desktop



You have 0 document(s).

ument(s). Go to My Travel Desktop

You have 0 returned document(s). Use this link to request, access, and modify travel plan authorizations and expense vouchers.

My Travel Profile



Access / Update User Profile and Travel Preferences

Help and Support

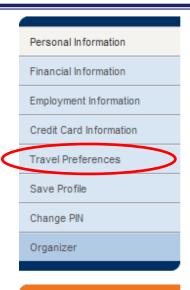


- FedTraveler.com Support Center
- Refresher Web-Based Training (WBT) Course for Approvers
- Refresher Web-Based Training (WBT) Course for Travelers
- <u>Latest Traveler News & System Enhancement Announcements</u>









Page Help

Use this page to review your personal information for accuracy and modify it if necessary.

Required fields are highlighted in yellow and marked with a red asterisk (*).

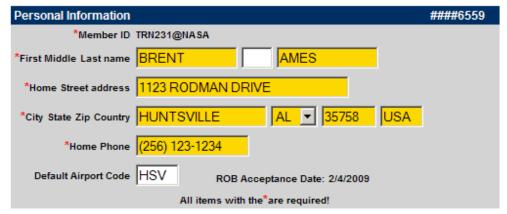
Printable Job Aids

FAQs and Support

"How To"

User Profile

Any changes made to this page will not be saved in the User Profile until the user goes to the last page in this section via the "Save Profile" link, enters their PIN and clicks the "Save" button.



QA Id:FTTRN231NASA





Travel Preferences Menu Bar



Airline

Rental Car

Hotel

My Travel Info

Menu Option	Use this option to
Airline	Enter your frequent flyer membership information.
Rental Car	Enter your preferred car rental company information or frequent renter discount.
Hotel	Enter your preferred hotel chain information or frequent guest discount.
My Travel Info	Add a passport travel document and emergency contact information.

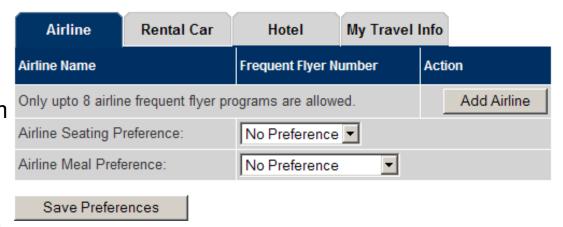
Delivery & Home Address are carried over from the User profile, please verify this information **=eTravel**





To update the airline information:

- Select the Airline tab.
- Click the Add Airline button to select the airline name from the drop-down list and type your corresponding frequent flyer number.
- Repeat the above step to add more Frequent Flyer memberships.
- Add airline seating and meal preferences.
- Click Save Preferences when complete.



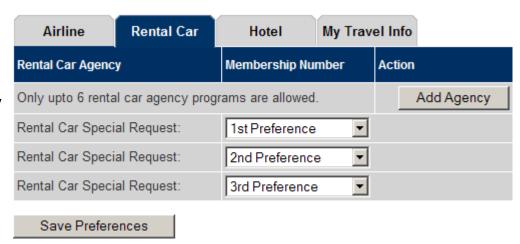






To update the car rental information:

- Select the Rental Car tab.
- Click the Add Agency button to select a rental car company from the drop-down list and type the corresponding rental car company membership number.
- Repeat the above step to add more rental car memberships.
- Add rental car special requests in order of preference by using the dropdown boxes.
- Click Save Preferences when complete.



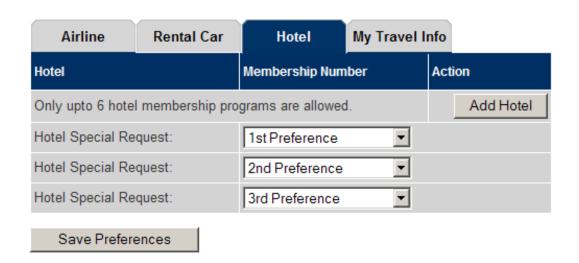






To update the hotel information:

- Select the Hotel tab.
- Click the Add Hotel button to select from the dropdown list and type the corresponding hotel membership number.
- Repeat the above step to add more hotel memberships.
- Add hotel special requests in order of preference by using the drop-down boxes.
- Click Save Preferences when complete.









To update the hotel information:

- Select the My Travel Info tab.
- Click the Add Travel
 Document button to add a passport number to your account.
- Add the contact information for an emergency contact.
- Click Save Preferences when complete.







ARC Domestic Travel Process



- 1. Traveler/Admin initiates travel by obtaining the *Travel Request Worksheet* (TRW) from http://cfo.arc.nasa.gov/travel.html and submitting it to ARC-CTO@mail.nasa.gov with the following information in the Subject line:
 - Org Code Date Traveler Name (example: Code CS – 041709 – J. Doe)
 - Send the e-mail with "High Priority" (!) if travel is within 48 hours
 - Note: Travel within 24 hours is considered emergency travel and travelers should contact EDS at 1-888-353-5873.
- 2. Central Travel Office (CTO) reviews TRW and returns it if traveler name, trip dates, location or accounting information is missing.
- 3. Once TRW contains all necessary information, CTO Preparer prepares Travel Authorization and books reservations.
- 4. Traveler receives e-mail from FedTraveler.com with link to view itinerary.
- 5. CTO Preparer sends an email to the traveler and Admin, if applicable, requesting confirmation of the itinerary within 48 hours.





ARC Domestic Travel Process (cont'd)



- 6. Traveler or Admin contacts CTO Preparer to confirm the planned itinerary.
- 7. CTO Preparer submits Travel Authorization for approval.
- 8. Approvals are made by fund certifiers and approvers.
- 9. Traveler receives e-mail from FedTraveler.com with itinerary and travel information prior to travel.
- 10. Travel takes place.
- 11. Within five days of travel completion, traveler submits the *Expense Report Worksheet* from http://cfo.arc.nasa.gov/travel.html to ARC-CTO@mail.nasa.gov along with receipts as one package.
 - Copies of receipts over \$75 (including all airfare, hotel and rental car receipts regardless of cost) are to be submitted to ARC Central Travel Office via fax (650-604-6082) or mail (MS 203-14).
 - All original receipts should be retained by the traveler for 6 years and 3 months per US Federal Travel Regulations.



ARC Domestic Travel Process (cont'd)



- 12. CTO Preparer creates the expense report.
- 13. CTO Preparer e-mails the traveler to indicate that an expense report is ready for review.
- 14. Traveler logs in to https://www.fedtraveler.com to review and electronically sign the expense report.
- 15. Expense report undergoes approvals by fund certifier and supervisor followed by processing by the NASA Shared Services Center (NSSC).
- 16. Traveler receives reimbursement from the NSSC.





Travel Request Worksheet



	Administra	1011		TRAVEL ED	INFORMATION	infficial or k	0.0000000000000000000000000000000000000	alu		5167,897996W32492
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			NAME		ORG	PHONE		SEND COPY TO POC/ALTERNATE?		
JRPO	SE OF TRIP	JRPOSE DE	SCRIPTION (Name of meeting/pres	entation/conference/tr	aning, type of	site visit, etc.)			
		-31 3			TRAVEL INFO					
DAT	E DEPART FROM	PREF	TIME TIME PREFERENCES ARRIVE TO PREFERENCE		TIME PREFERENCES	PREFER	ING ENCES		COMMENTS	
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,	SPECIAL ITEMS		JUSTIFICAT	ION RATE/AMOUNT/I	ETC.	FUNDING CODE(S) ISSUED BY ORGANIZATION BUSINESS OFFICE			1st Account Code	2nd Account Code
Actual Lodging								WBS		
	Non-Contract Fare					OBJE		OBJECT CLASS		
	Special Travel Need					18		FUND	L	

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Authorized real personal part of official part for





Travel Voucher Worksheet



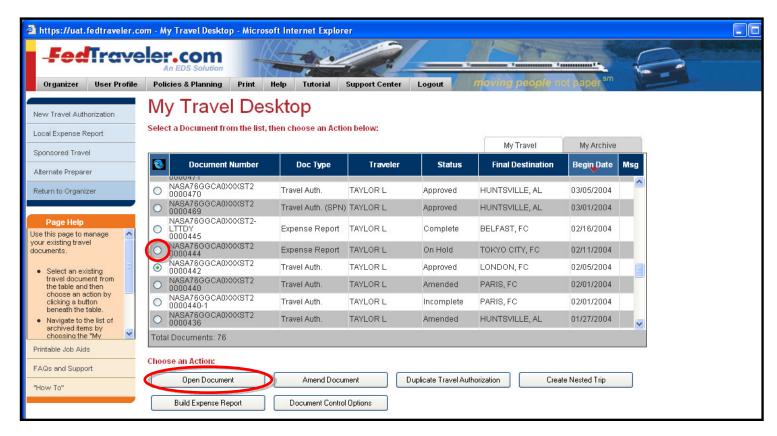
NASA	National Aeronautics and Space Administration							TRA	WEL	VOUCHER WORKSHEET
TRAVELER INFORMATION										
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ADDITIONAL	ADDITIONAL COMMENT									



Signing an Expense Report



- To open an expense report, select the radio dial for the expense report that needs to be signed. The status will be "On Hold".
- Select "Open Document" to sign the document.



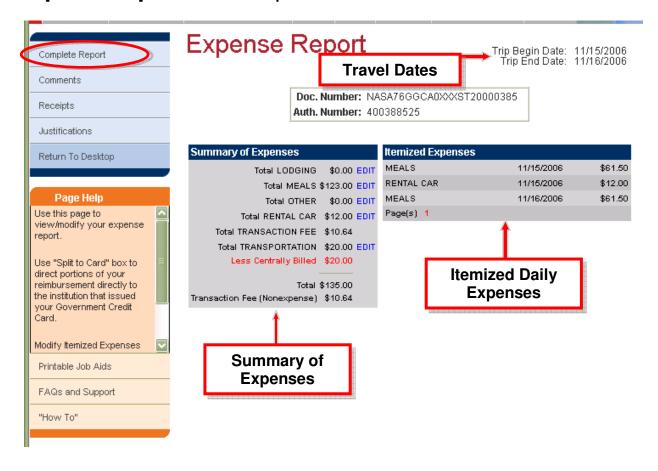




Signing an Expense Report



- The Expense Report page shows a summary of your travel expenses.
- Click Complete Report once expenses are confirmed.



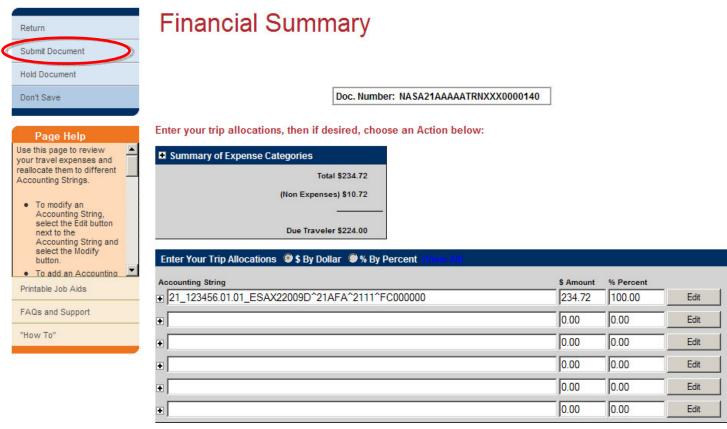




Signing an Expense Report (cont'd)



- Click Submit Document when ready to confirm the accuracy of this report.
- You are next prompted by a dialog box to certify the Expense Report.
- After the expense report is signed, the My Travel Desktop page is displayed showing the Expense Report with a status of "Under Review."







Help Resources



Live Labs

- April 8-10, 10am-12pm, N241 / 149
- April 13-24, 10am-12pm, N204 / 101A

Support

- Travel arrangements: <u>ARC-CTO@mail.nasa.gov</u>
- General FedTraveler.com how-tos: 4-2000
- To reach an agent while on domestic travel call:
 1-888-353-5873

ARC Travel website

- http://cfo.arc.nasa.gov/travel.html
- Quick Reference Guides Traveler and Approver





Questions?





